

PASSENGER ISSUES



**MARINE CORPS TACK-ON
23 April 2007**

UNCLASSIFIED

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LPD-2



PASSENGER TRAVEL

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PASSENGER TRAVEL

- **Overview**

- Defense Travel System Travel
- Unused Ticket Report/Audit
- Premium Class Travel
- Leave in Conjunction with Official Travel
- Traditional Travel Services
- Centralized Billed Accounts
- Commercial Travel Office Contracts
- Other Items of Interest



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- **Defense Travel System Travel**

- Marine Corps continues to push usage as mandated
- Phase III site implementation well underway
- Routine TAD travel executed through DTS
 - 55% and continuing to grow
- Works best when TMOs foster positive and frequent interaction with AOs, LDTAs, ODTAs and others
- MARADMIN 617/06 on DTS
 - Highlights cost concerns
 - Recommends a collective effort to help steer travelers and AOs to best value and regulatory compliant travel



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- **Unused Ticket Report / Audit**
 - Reporting process continues to mature
 - TMO efforts to meet quarterly suspense are appreciated
 - Use format provided in the DTR
 - TMOs are helping to recover over \$10 million a year!
 - Challenge
 - Recovery of unused paper tickets and non-ARC reporting commuter airlines
 - Navy Audit Team conducted an audit this year
 - Formal report forthcoming
 - Increased IBA use is a likely recommendation



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- **Premium Class Travel**
 - BLUF, all Marine Corps funded premium class travel must be approved by ACMC
 - Process IAW MARADMIN 476
 - Ensure reports are provided to MPO semi-annually
 - GAO continues to audit this process using Bank of America data
 - Class of service codes visible in the BOA data streams suggests some use of premium class travel
 - Zero tolerance policy issue



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- **Leave in Conjunction with Official Travel**
 - Big challenge meeting traveler expectations and staying inbounds from a regulatory standpoint
 - Use of DTS make the process even more challenging
 - Today's guidance doesn't provide enough flexibility to facilitate and institutionalize the process
 - LPD working with RFF, DTMO and others to work out more flexible approach to processing LICWO
 - Way ahead is to coordinate, simplify and institutionalize and publish LICWO procedures



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- **Traditional Travel Services**

- Still accounts for a significant volume of TAD travel
- DTS is not on a timeline to facilitate PCS travel
- TMOs continue to modernize and streamline traditional travel service procedures
 - Take advantage of CTO automation tools
- Continue to manage for best value travel
 - City Pairs
 - Capacity Controlled Fares
 - Restricted Fares in some markets



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- **Centralized Billed Accounts**
 - Reconciliation
 - AGTRv2 best reconciliation tool in the business
 - Saves thousands in DFAS processing fees
 - DTS CBA Reconciliation Module
 - Henderson Hall testing and providing metrics
 - » Labor intensive, cumbersome, rigid
 - » Not ready for further deployment
 - New Government Travel Cards Contracts
 - 10 year BOA contract ends next year
 - Expecting major final reconciliation challenges



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- **Commercial Travel Office Contracts**
 - Worldwide contracting effort continues to stall
 - Contracting Officer Representatives (CORs) must stay engaged and help facilitate extensions
 - Extensions and bridges of our current CTO contracts
 - DTMO/ITEC4 Contracting Officers have the lead on recommending and approving contract extension strategies
 - Help keep the issue in contracting lanes
 - Elevate concerns and stay proactive



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- **Other items of interest**
 - Human Remain Shipments
 - Space A Travel
 - Circuitous Travel
 - Servicing Airports
 - CBA Working Group
 - GSA City Pair Submissions
 - Patriot Express
 - GTR Usage
 - Pet Shipments



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QUESTIONS